



BlackBerry Server Monitoring

Get insight on critical issues

The NiCE BlackBerry Smart Plug-In (NiCE BlackBerry SPI) continuously monitors the BlackBerry infrastructure. It identifies server problems before they affect applications and end users, by predefined event conditions and threshold monitors.

The NiCE BlackBerry SPI increases the productivity of both the Micro Focus Operations Manager administrator and operator by providing the ability to quickly detect issues and take corrective action to avoid costly downtime.

Technologies used

- Operations Manager 8 and 9 for Windows
- Operations Manager 9 for UNIX
- BlackBerry Enterprise Server 5.x

NiCE BlackBerry Smart Plug-In for Micro Focus Operations Manager

Monitoring BlackBerry Enterprise Servers is business critical

When using BlackBerry devices is crucial for your company's messaging service, it is necessary to provide both high availability concepts and professional monitoring.

The BlackBerry ecosystem consists of a large number of interconnected components. These include messaging servers such as Microsoft Exchange or Domino database and application servers.

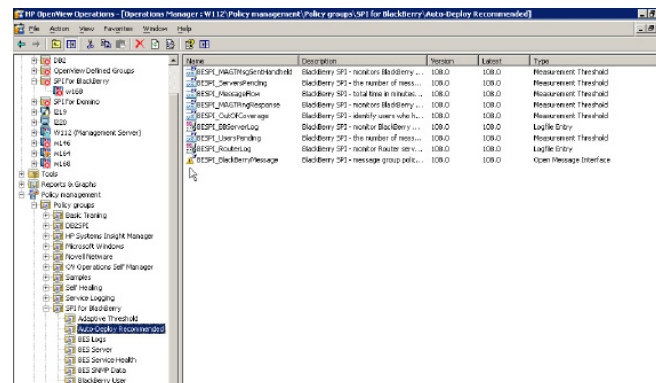
Even in smaller environments, you want to make sure all components and interconnections are in a healthy state in order to ensure service levels.

The importance of BlackBerry Server Management

BlackBerry Enterprise Servers connect to IBM Domino applications or Microsoft Exchange servers. Central to the BlackBerry solution is the BlackBerry Enterprise Server (BES) configuration database.

All data and software reside on physical or virtual servers, or both, using physical and virtual storage and are interacting via multiple network paths. Delayed message delivery, due to performance problems, could source from any point within that given messaging ecosystem. The same is true with faults. They may not necessarily have originated in the BlackBerry Enterprise software itself – they could have originated anywhere.

Hence, the key part of managing any environment is the ability to track and trend usage and identify anomalies within one pane of glass. The NiCE BlackBerry SPI for Micro Focus Operations Manager gives you one central collection point for all your messaging related resources, such as the BlackBerry servers and components, email servers, anti-spam devices, anti-virus plug-ins and instant-messaging servers.



Monitor your BlackBerry Servers according to your business needs

Proactively monitor BlackBerry Infrastructure Resources

The NiCE BlackBerry SPI is designed to increase the productivity of both the Operations Manager administrator and operator, providing the ability to identify problems quickly and take corrective action to avoid costly downtime.

Single pane of glass

The SPI provides a sophisticated integration into Micro Focus Operations Manager, enabling operations personnel to confidently achieve routine BlackBerry Enterprise Server monitoring.

This means that the support staff has a fast and reliable way to be informed about upcoming bottlenecks, and are pinpointed to the root cause to solve issues easily, quickly and efficiently.

Common Architecture

The BlackBerry SPI leverages the native capabilities of the Operations Manager. A distributed agent is used, utilizing software components of the BlackBerry Enterprise Server. The innovative architecture of the NiCE BlackBerry SPI allows administrators to centrally configure exception-based monitoring in distributed BlackBerry environments.

Communication management

If the basis of the communication infrastructure is suffering, all layers of your business will be affected. Symptoms may be delayed or information could be missing, which in turn will slow down or even interrupt your processes. Avoiding such scenarios upfront by laying out smart monitoring fundamentals, helps you to free resources and to drive your business with excellence. The goal of performance optimization is a stable, well-tuned system that continuously meets and supports your business' functional and service level agreements.

Features

- Server Router Protocol (SRP) and database connection monitoring
- Performance and state monitoring for all BES components
- Monitors the queue of messages and Personal Information Management (PIM) items in the BES
- Continuously monitors the BES logfiles
- Centralized customization and management of critical messages
- Out-of-the-box BlackBerry user and device monitoring

Benefits

- Identifies issues before they affect applications and end users
- Easy-to-read, easy-to-access web-based reports
- Leverages the native capabilities of Micro Focus Operations Manager
- Centrally configure management exception-based monitoring responsibilities

About NiCE

NiCE IT Management Solutions is a company that has over 25 years of experience with Cross Platform Application Monitoring Solutions on UNIX, Linux and Windows. NiCE has amassed this wealth of experience from collaboration and integration with our valued Business Partners including HP, Microsoft, Oracle, IBM and BlackBerry.

NiCE roots come from years of developing and perfecting Smart Plug-ins (SPIs) with our Business Partner, Hewlett Packard. With the introduction of Microsoft System Center Operations Manager, NiCE started developing Application Monitoring solutions for this platform as well.

As a Microsoft Gold Datacenter & Gold Application Development Partner, NiCE provides management packs for database and communication applications.

The NiCE mission has always been to provide the best monitoring solution for IT professionals worldwide. The highly skilled NiCE team services clients from around the globe spanning from SMBs to large corporations. NiCE IT Management Solutions is focused on ensuring that our clients are completely satisfied with our products because of the value they add to their business.

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All NiCE smart Plug-Ins and smart Management Packs

BlackBerry SPI | DB2 sMP | DB2 SPI | Domino sMP |



NiCE BlackBerry smart Plug-In for Micro Focus OM



Smart Application Monitoring You Can Rely On

